Student Support Policy and Procedure (National Code 6)

Policy

1.1   Techie International College Pty Ltd employs an effective student support policy to support all students in successfully completing their training within the scheduled timeframe andlife in Australia

1.2   Techie International College monitors student's course progress and provides reasonable support where feasible and appropriate.

1.3   Techie International College monitors student's attendance for course progress and provide reasonable support where feasible and appropriate.

1.4   Techie International College will provide access to academic and personal/ welfare support services to all students.

1.5   Techie International College will provide students with information to inform them of the support services available in a timely manner.

1.6   Techie International College encourages learners with special needs to undertake itstraining courses.

1.7   The CEO is responsible for implementing this policy and reviewing its effectiveness.

1.8   This policy will be implemented in compliance with the requirements of the Standards for RTO's 2015 Standards 1.2, 1.3b, 1.7, 5.1 and the National Code of Practice 2018 standards6.

Procedure

Pre-enrolment information

2.1   Pre-enrolment information is supplied to all potential students in accordance with the Student information policy and procedure.

2.2   Student support services information is provided to all potential students via the Student prospectus, the Techie International College' website (under construction), at orientation, on notice boards at the campus and via staff.

2.3   On enquiry students are e-mailed a copy or posted a copy of the Student prospectus, Application form and a Pre-training review form.

2.4   Students are provided sufficient information to assist them in making in informed decision on course and education provider.

2.5   Students are forwarded clear information on how to apply for a course, what information tosupply and provided contact details for accessing support if they have any questions or difficulties.

2.6   Students are encouraged to seek assistance with any part of this process and to contact the Training Manager with questions.

Identifying learner needs

3.1   The College assesses whether the course applied for is suitable for addressing a student's learning needs in accordance with this and the Enrolment policy and procedure.

3.2   The College identifies students learning needs through assessing their application and Pre- training review forms.

3.3   Students are consulted if any information on their application or Pre-training review form requires clarification or further investigation prior to coming to a decision on their application.

3.4   Training Manager review the Pre-training review form and coming to a decision.

3.5   A decision is made whether the course is suitable for addressing a student's learning needs and the outcome communicated to each student.

3.6   If the student has special learning needs the College will implement reasonable actions to support these needs and enrol the student (if entry requirements are satisfied) where appropriate and feasible.

3.7   A support plan will be negotiated with each student and the level and type of support documented.

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Students with special learning needs

4.1   Techie International College provides access and equity to candidates with special learning needs.

4.2   As special needs extend to more than physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

4.3   Techie International College's trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate. Depending on any specification given in the standards, the trainer may be able to accept alternative evidence from a candidate with special needs.

4.4   Techie International College staff contact other external support organisations or our RTO consultant for assistance and guidance, as required.

4.5   In making arrangements for students with special learning needs all meeting minutes, advice and amended delivery/ assessment material is stored in the student file.

4.6   The delivery and assessment processes, materials, resources and equipment may be adjusted to address a student's learning needs. Adjustment to the assessment process is undertaken in accordance with Training package guidelines, the rules of evidence and principles of assessment.

4.7   The student is kept fully informed of the process at all times by the Training Manager.

4.8   Techie International College may refer students to external organisations for support to enable them to successfully enrol and complete their course.

4.9   Techie International College liaises with external organisations to facilitate students learning and course progress/ achievement.

4.10   Where a student's learner needs cannot be addressed by Techie International College the College will not enrol the student.

4.11   Techie International College may refer students to undertake a course prior to commencing the Techie International College's course to satisfy entry requirements and address learning needs e.g. English language training.

Orientation and communication with students post enrolment

5.1   The orientation program is delivered to all students' pre-commencement of training and assessment.

5.2   The College must support the overseas student in adjusting to study and life in Australia by giving them information on or access to an age and culturally appropriate orientation program that provides information about:

- support services available to assist overseas students to help them adjust to study and life in Australia

- English language and study assistance programs

- Any relevant legal services

- emergency and health services

- the registered provider's facilities and resources

- complaints and appeals process as outlined in Standard 10 (Complaints and appeals)

- requirements for course progress

- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia

- services students can access for information on their employment rights and conditions, and how to resolve

  workplace issues, such as through the Fair Work Ombudsman.

5.3   The content of the orientation program is outlined in the Student information policy and procedure.

5.4   Students who commence their course late are provided an orientation program.

5.5   Students are provided opportunities during orientation to seek clarification relating to any area of the orientation information or related topics.

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5.6 Students are provided the Student handbook and support service information document during orientation. This includes types of common issues that students may encounter, Techie International College and/ or external contacts for each issue and what support the student can expect.

5.7 The College communicates with students through trainers, student meetings, notice boards and e-mail.

5.8 Students are encouraged to contact Techie International College's staff if they have information requirements, are experiencing difficulties with studying or living in queensland or any matter impacting their studies.

5.9 All student information materials and processes are reviewed annually and improvements made as part of the College continuous improvement policy.

5.10 Student information materials and processes may be amended at any time in response to stakeholder feedback.

5.11 Students are also provided access to their trainers outside of class time if they require support or assistance. Each class is provided with their trainer/s e-mail addresses. Studentscan also arrange times to meet their trainer to access study support.

Monitoring course progress

6.1 Techie International College supports students to maintain satisfactory course progress in accordance with the Course progress policy and procedure.

6.2 Techie International College provides students with information relating to course progress pre-enrolment, at orientation and throughout their course. The support services and outcome of not achieving satisfactory course progress is communicated to all students.

6.3 The emphasis of the Course progress policy and procedure is on clear communication to student's pre-and post-enrolment of the importance of maintaining satisfactory course progressand early identification and intervention where issues arise.

6.4 The support services identified in this, Course progress, Student information and Complaints and appeals policies and procedures are to assist the student successfully complete theircourse within the expected duration.

Academic support

7.1 Techie International College provides students access to a range of academic support services to support them to successfully complete their course within the expected duration.

7.2 Students can access academic support at any time by contacting their trainer or reception staff or thorough info@techie.edu.au

7.3 The College will attempt to assist the student where feasible by:
- Providing access to training and assessments staff
- Reviewing learner materials with the student
- Re-phrasing explanations
- Providing information in a context that the student understands
- Providing extra time to complete tasks
- Providing access to supplementary reference materials
- Providing supplementary exercises to develop understanding
- Providing access to calculators
- Providing access to dictionaries
- Providing information in larger text
- Arranging access to computers with relevant software
- Arranging access to modified resources
- Adjusting the students timetable and/ or course schedule
- Providing opportunities to re-attempt assessments
- Providing opportunities to undertake additional units to catch up
- Minimum attendance requirements are established

- Providing English language support
- Referral to external support services

7.4 If the student has language, learning/ academic issues that College staff cannot address thenthe student may be referred to external organisations for assistance.

7.5 College staff liaise with the student and the organisation (if permitted by the student) to review the students learning needs and make arrangements to adjust the learning and assessment processes and materials where feasible and appropriate.

7.6 Appropriate College staff contributes to supporting the student.

7.7 Intervention strategies may be implemented in accordance with the Course progress policy and procedure to assist the student successfully complete their course within the expected duration.

7.8 The purpose of the intervention meeting is to establish the underlying reasons for unsatisfactory course progress and initiate an intervention strategy.

7.9 If at the Intervention meeting with the student he/ she identifies that the issues affecting course progress are personal/ welfare related issues the Training Manager may refer the student to the student support officer or external support services where appropriate.

7.10 If the student has personal issues that do not require external support services the Training Manager may make adjustments to the training program to facilitate learning and achievement. Eg starting earlier/ later or finishing early to accommodate domestic arrangements or rescheduling the course.

7.11 If the student identifies personal/ welfare issue that do require an intervention strategy the following applies:

7.12 An intervention strategy is negotiated and signed by the Training Manager and student at the meeting. The Intervention strategy is provided to the student in writing.

7.13 A revised course schedule, study and/ or attendance arrangements, delivery and assessment arrangements are negotiated with the student. (Where appropriate).

7.14 The student attends a review meeting every three weeks with the Training Manager. The effectiveness of this intervention strategy is monitored and adjusted if necessary.

7.15 Appropriate College staff contribute to student's intervention strategies.

7.16 The guidelines in the unit of competency are accessed along with the regulator for guidance/ information on allowable adjustments to assessment.

7.17 International students may have their CoE amended as a result of the Intervention strategy. The existing CoE is cancelled and the reasons for the new one being created are recorded in PRISMS.

7.18 Agreement is reached with the student prior to this occurring and the student informed of the ramifications.

7.19 The student is required to abide by the new arrangements negotiated or the College may cease provision of the services/ arrangements. International students who do not comply with the agreement negotiated may be reported to Department for unsatisfactory course progress.

7.20 The Training Manager will review the student's progress and commitment to the arrangements every three weeks

7.21 The intervention strategy will last for as long is appropriate. Appropriate internal and external personnel contribute to the process where required.

7.22 Each meeting, agreement, adjustment and communication in this process is documented and placed in the students file.

7.23 Intervention meetings are initiated as soon as possible after the student being identified as 'atrisk' and within 5 working days.

7.24 International students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are invited to a meeting with the Training Manager. A letter will be sent to the student within 5 working days of the issue being broughtto the Training Managers attention.

7.25 At the meeting, the reasons/ circumstances are identified and the Training Manager (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the student of the College's intention in writing.

7.26 f the decision is to not enter into another intervention strategy students are sent a letter informing them along with their right to appeal the decision by accessing the College's complaints and appeals policy within 20 working days

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Personal/ Welfare support

8.1   Techie International College provides students access to a range of personal/ welfare support services to support them to successfully complete their course within the expected duration.

8.2   Students can access personal/ welfare support at any time by contacting their trainer or reception staff or thorough info@techie.edu.au

Reporting unsatisfactory course progress.

9.1   The Training Manager reviews students' course progress during a study period and within 5 working

day of the completion of a study period.

9.2   International students who have failed 50% or more of the units in their course for two consecutive study periods are identified.

9.3   The identified students are notified in writing of the College's intention to report them to DET for not achieving satisfactory course progress.

9.4   The letters are sent to students within 5 working days of being identified. The letter also informs them of their right to appeal the decision within 20 working days of receipt by accessing the College's complaints and appeals policy.

9.5   The College reports students to DET if:

a)   No appeal is lodged after 20 working days from sending the intention to report letter

b)   The appeal is not upheld after the conclusion of the internal and external appeals process

c)   The student withdraws from the appeals process

9.6   The College reports the student with 5 working days of the completion of the processes/ timeperiods identified in item 9.5.

9.7   A copy of all communication is stored in the student file.

Student support service contacts

10.1 Students' are provided with a list of academic and personal/ welfare support contacts in the Student's Handbook, at orientation and by College's staff on request

Complaints and appeals

11.1   Students may lodge a complaint via the College's complaints and appeals policy if they have an issue with the College's student support services.

11.2   Students may appeal any decision made by Techie International College when implementing this policy.

11.3   Complaints and appeals can be made by lodging a complaints/ appeal form as per Techie International College's Complaints and appeals policy.

11.4   The complaints and appeals policy and lodgement form is available in the Student prospectus and from the Training Manager on request.

11.5   This policy is reviewed annually in accordance with the Techie International College's continuous improvement policy.

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Student Welfare Support

12.1 Students who are experiencing welfare issues can access support services at any time. Examples of welfare issues may be in relation to:
- attending scheduled classes
- studying at home
- meeting course progress requirements
- accommodation
- housemates or neighbours
- cultural differences
- traveling to or from College
- homesickness
- money worries
- finding a part time job
- paying your tuition fees
- family members
- communicating and learning in English
- finding your cultural foods
- your student visas.
- events in your home country
- loneliness

Welfare support services

13.1 All students are provided the telephone number and e-mail number of their trainer. They are encouraged to contact them, outside scheduled class times for assistance with academic issues. Trainers provide support to students via telephone, e-mail or arrange one to one session.

13.2 English language support services are available to students. Support is provided through drop in sessions at nominated times during the week or by appointment.

13.3 Study skills are included as part of orientation and sessions are arranged for students on request.

13.4 Tutorial session is available for students to attend on a voluntary basis.

13.4 a Students who experience difficulties using the College's IT facilities or resources can contact support services at reception.

13.5 Meetings with the Student support officer can be arranged on request.

13.6 Access to external welfare services can be arranged by the College or accessed directly.

13.7 Access to welfare support services can be arranged by the College by contacting the reception of the College's services and contact numbers are also available in the International Student prospectus.

13.8 The College will provide support via our internal student support or refer the student to an appropriate external organisation.

13.9 Students can access external welfare support services directly if they wish. External support services and contacts are also provided in the International Student prospectus.

13.10 If students require immediate assistance, they can contact the College's Student Support Officer for assistance.

13.11 The Training Manager liaises with internal and external welfare support staff where appropriate. All details relating to support services accessed by students are recorded and maintained in the student file. A separate file may be employed to record and store sensitive information the support service staff member identifies as confidential. E.g. welfare related issues.

13.11 a The Support Officer may deem information provided by the student as confidential andonly needs to provide advice to the Training Manager and or CEO of the outcome of the issue/ situation and the impact on studies/ enrolment.

13.12 Students' may be placed on an intervention strategy where appropriate.

13.13 Students' study load may be adjusted where appropriate.

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13.14 International Students' may have their CoE amended in exceptional circumstances in compliance with this policy, Completion within expected duration policy and Defer, suspendand cancel enrolment policy.

13.15 Access to internal and College's nominated external personal/ welfare services is provided free of charge.

13.16 Students' are communicated the availability of welfare support services pre-enrolment in the Student prospectus, at orientation and by College's staff throughout their period of study at the College.

Sports/ Recreational Activities

14.1 The College arranges sports/ recreational activities for students each week.

14.2 The sports and recreational activities may include:

- ➢ Festivals – Local street music, arts and food festivals
- ➢ Trips to local attractions
- ➢ Tour of local attraction and surrounds
- ➢ Movies – in College and at the cinema
- ➢ Arranging sports activities – swimming, tennis, badminton, cricket
- ➢ Cultural food nights in the College

14.3 A list of activities will be produced each week and displayed on the notice boards around the College.

14.4 The Student handbook communicates the list of sports and festivals. Students are also made aware of the availability of activities during orientation.

14.5 Student Support staff prepares the activities schedule and are the point of contact for students.

14.6 Recreational and/ or sports activities can be accessed by contacting the Student Support Officer/s.

14.7 Attendance at most events is free apart from those that require an entrance fee to be paid.
E.g. attending sporting events.

14.8 Students are provided access to range of social events and clubs through the College's international student support services.

14.9 Students who are experiencing personal/ welfare issues that are affecting their studies can contact the College's support officer at any time during their studies with the College. The support Officer can be contacted through reception at:
Address: 6A/137 George Street, Beenleigh, QLD |Phone: XXXXXXXX

Documents to be employed when implementing this policy and procedure:

- Student Handbook
- Enrolment form
- Pre-training review
- Language, literacy and Numeracy test
- Continuous improvement schedule
- Student orientation form
- Complaints and appeals policy and form
- Course progress monitoring form
- At risk warning letters
- Intervention meeting records
- Intervention plans

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